# N-FOCUS Major Release
# Economic Assistance
# March 7, 2010

A Major Release of the N-FOCUS system is being implemented on March 7, 2010. This document provides information explaining new functionality, enhancements and problem resolutions made effective with this release. This document is divided into four main sections:

**General Interest and Mainframe Topics:** All N-FOCUS users should read this section.

**Electronic Application:** N-FOCUS users responsible for case activity received through the Web based Electronic Application should read this section.

**Developmental Disabilities Programs:** N-FOCUS users who work directly with DD programs and those who work with the related Medicaid cases should read this section. Note: This section will only appear when there are tips, enhancements or fixes specific to Development Disabilities Programs.

**Expert System:** All N-FOCUS users with responsibility for case entry for AABD/MED, ADC/MED, FSP, CC, FW, IL, MED, and Retro MED should read this section.

In this **Draft** the last section contains information regarding the changes to the APS/CSF specific issues.

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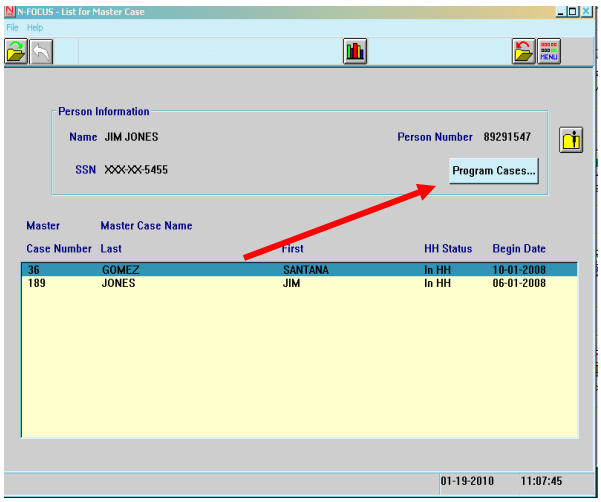
# GENERAL INTEREST AND MAINFRAME

## MULTIPLE MASTER CASE INVOLVEMENT (CHANGE)

### List for Master Case (Change)

When searching for a Master Case from the Main Menu or by clicking the Master Case icon from another window within N-FOCUS, if a person is in more than one Master Case, the List Master Case window will display. For each Master Case, the following will display: Master Case Number, Master Case Name (Last and First), Household Status and Begin Date.

To view Program Case Involvements for the person, click the Program Cases… push button




## PERSON VERIFICATION DATA FOR SSN (CHANGE)

To access the person Verification Data window, click the Person Verification pushbutton located on the Person Detail window.

The SSN Verification Source will only display for staff that have the appropriate security level to view this information.

## SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (SNAP) CHANGE

The phrase Food Stamp Program has been replaced with Supplemental Nutrition Assistance Program (SNAP) formerly know as Foods Stamps Program and the acronym FSP replaced with SNAP on most N-FOCUS windows and on most correspondence going out to the public.

## ADC GRANT TIME LIMIT MESSAGE (NEW)

To comply with the ADC 60 month lifetime limits, an informational message will display when a person, who has received an ADC Grant for 55 or more months, is being added or reopened in an ADC/MED case. This will be an information only message. It will not prevent staff from adding or reopening the individual.

## THIRD PARTY LIABILITY

### Insurance Interface (Tip)

Be sure to accurately enter the Social Security Number (SSN) for each individual in TPL. This will ensure we get accurate interface information from the Insurance companies.

# Medicaid Card Issuance Window

## Program Case Name (Fix)

The current Program Case Name will always display in the Case Details, Program Case Name field. Prior to this release, only the first instance of a Program Case Name, that was valid with the first Med Card was issued, was displayed.

## Address Display Area (New)

The address of where the Medicaid Card is sent will now include the name of the person to whom the card was sent. The name will not display for cards issued prior to the release.

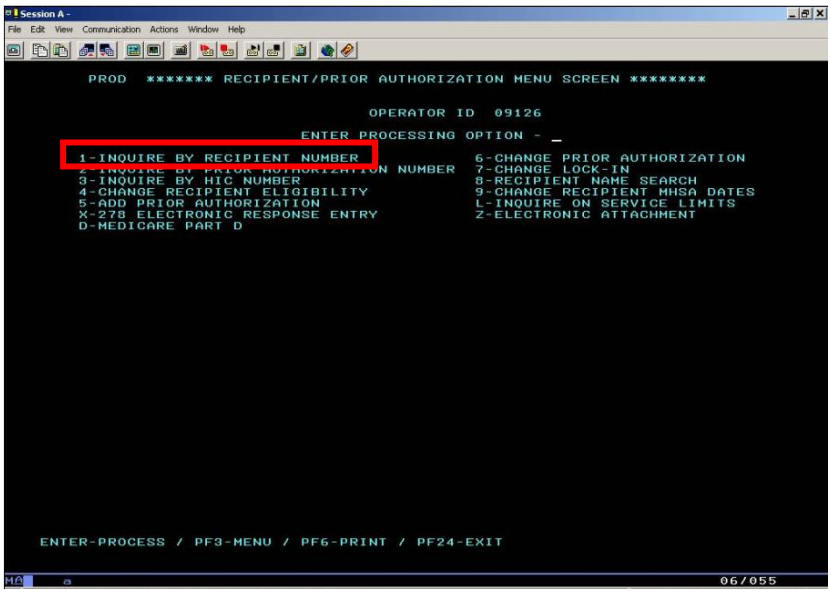
## Sub-Adopt Medical and Payment Medicaid Card Issuance (Fix)

The Sub-Adopt Medicaid and Payment programs were not automatically issuing the Medicaid Card. This has been fixed.

# Lock In

## Lock In Information No Longer on NFOCUS (Change)

The Lock In push button on Person Detail has been removed because this information will no longer be maintained on N-FOCUS. Should you need this information, follow these steps to locate the information on MMIS:




1. Open the C1 mainframe program.
2. Select Job 31
3. Enter Processing Option 1 – Inquire By Recipient Number

   The Recipient Eligibility Terminal Audit screen will display.
4. Enter the client's Medicaid ID number (an 11 digit number) and press Enter on your keyboard.

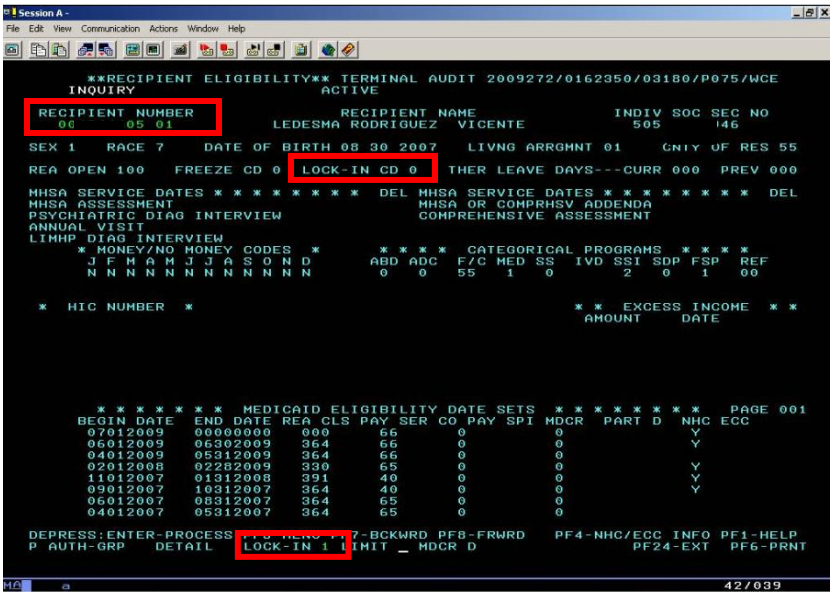
   The Recipient Eligibility Terminal Audit screen will populate with information relevant to the search criteria.

   If the Lock-In CD field is Zero (0) the client does not have a Lock-in. If the Lock-In CD field is 1, 2, 3, 4 or 9 the client does have a Lock-In. Continue with these steps to see further information regarding the Client's Lock-In status.

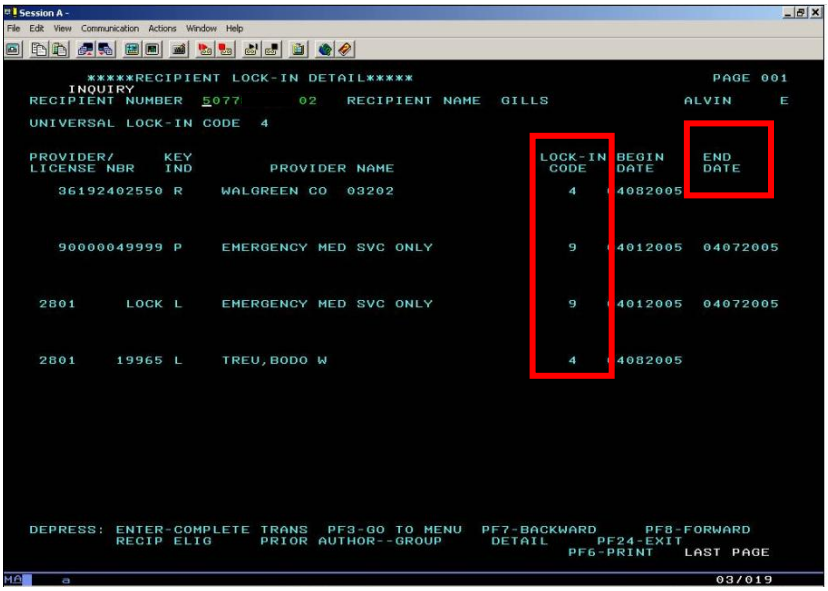
5. Press the tab key (4 tabs) until your cursor is in front of the Lock – In Code.
6. Enter the number 1 in the field and press enter.

   The Recipient Lock-In Detail will display.

   The Lock-In Detail screen shows the lock-in provider names and numbers. The current provider(s) is the one with the open-ended end date.




Lock-In Codes:




0 The client is not locked in

1 The client is locked into a pharmacy only

2 The client is locked into a pharmacy and primary physician

3 The client is locked into a pharmacy, primary physician and hospital

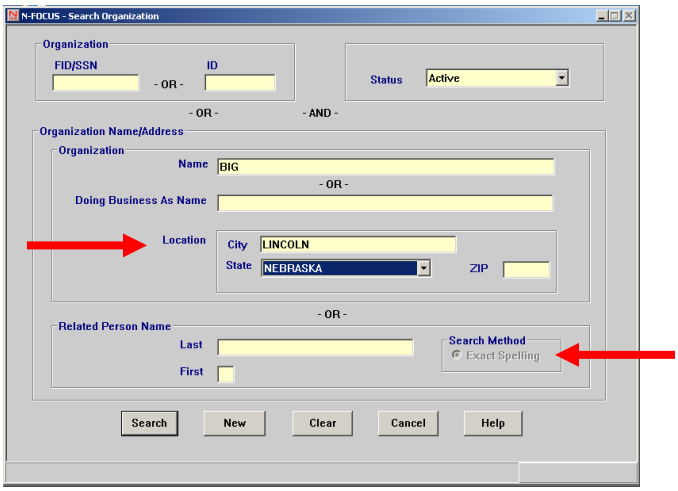
4 The client is locked into a pharmacy and prescribing physician

9 The Client is on emergency services only for failure to complete the Lock-In Form (MC66)

## Search Organization Window

### Location Fields (Change)

Searching by location is only applicable when searching by Organization Name or Doing Business as Name. Therefore, the Location search fields have been moved into the Organization Name/Address box. The functionality of the location search has not changed.




### Related Person Name – Exact Spelling (Change)

The Related Person search can only be done with the Exact Spelling option. Use the Person Search window if the Partial Name or Sounds Like options are needed.

If the name entered is not found or was misspelled, a message will display indicating no match was found, consider searching via the Person Search window.

## Person Involvement Pushbutton (Fix)

Previously, when an Organization's Related Person involvement was end dated, the Person Involvements push button, on the Person Detail window, did not allow access to the Person Involvement Inquiry window. This has been fixed.

## Alerts

### Eligibility Summary Icon Added to Alerts (New)

The Eligibility Summary icon has been added to the List and Detail Alerts window toolbar.

### Multiple Active Participation in ADC/AABD/MED/SA/SG (New)

An alert will now be received when there is multiple active participation in an ADC/AABD/MED/SA/SG cases. This alert will replace the report, by the same name, which is now obsolete.

### Alert #331 – Electronic App Received (Changed)

This alert will display when an Electronic Application is created by a client on the ACCESSNebraska web site and also when we receive an application from SSA-LIS. The description will indicate the type as one of the following:

AN – ACCESSNebraska – Created

SS – SSA-LIS

### IUC Interface Alert (Fix)

The IUC Interface Alert was not posting when benefits other than the Regular type ended. Now when Federal Supplemental Comp or Disaster Assistance type benefits have a zero balance, an alert will be posted.

# CORRESPONDENCE

## Obsolete Correspondence Removed (Change)

The following obsolete correspondence has been removed from N-FOCUS:

- Request for Contact
- Child Care Application (Initial)
- Child Care Application (Review)

## Correspondence Now Available in Spanish (Change)

- Premium Due
- Premium Paid

## IM-1 Agreement to Sell Real Property and Repay Assistance (New)

The IM-1 Agreement to Sell Real Property and Repay Assistance has been added to N-FOCUS as a new type of Correspondence available from the Detail Master Case window.

## Correspondence List Window (Fix)

When a correspondence is selected from the Correspondence List window and any action is taken (Print Now, Print Later and Destroy actions) the correspondence would be deselected when the user returned to the Correspondence List window. This has been fixed. The focus will now remain on the selected correspondence when the user is returned to the Correspondence List window.

## Review/Recertification Letter (Fix)

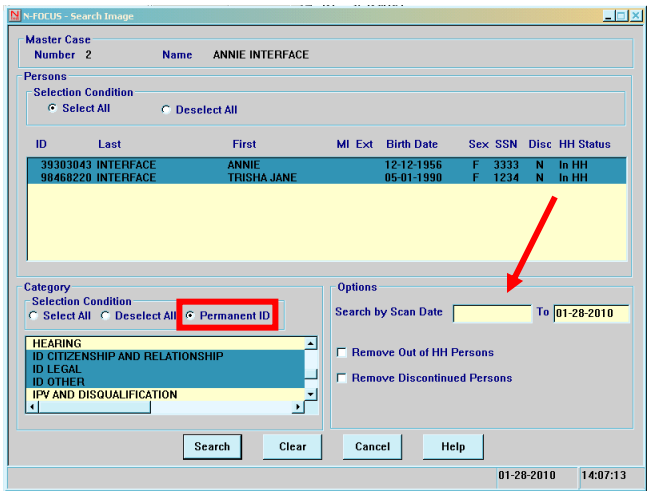
The Review/Recertification Letter was occasionally pulling in the wrong Certification Period End Date. This has been fixed. This correspondence will now pull in the most recent Certification Period End Date.

# DOCUMENT IMAGING

## Permanent ID Search Criteria (New)

When searching for a scanned image of a permanent ID, the From and To default dates will automatically be removed. The Search will be enabled without entering Scan From and To Dates when the Permanent ID indicator has been selected. This will allow staff to locate permanent ID information outside of the default 60 days or the maximum 180 day search criteria.

When selecting the Permanent ID indicator for a person listed on the Master Case or Person Detail windows, the Categories that will be searched will include ID Citizenship and Relationship, ID Legal and ID Other. When selecting the Permanent ID indicator for an Organization, the Category that will be selected will be ID Citizenship and Relationship.

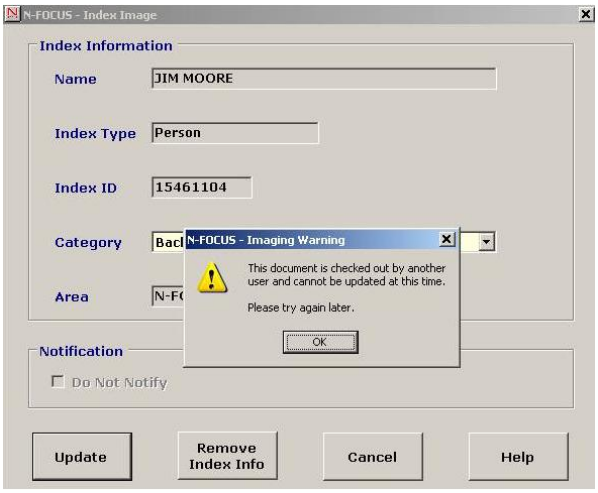



**Note**: If one or all of the permanent ID categories are selected from the Category list box, the default dates will be

removed and are not required to enable the search. If other Categories are selected in conjunction with one or more of the permanent ID Categories, scan date criteria restriction will remain in force and dates will be required.

### Document is Checked Out Error (New)

The following error will be received if a staff person attempts to Update or Remove Index Information for a scanned image in N-FOCUS when the image is checked out in File Director by an Indexing or Scanning staff person.




### Printing Bar Code Sheets (Tip)

Please be patient when printing bar code sheets. A lot of technical activity is taking place behind the scenes when a Bar Code Sheet is being printed. For this reason, if you attempt to print a second Bar Code Sheet before the first request is complete, you will receive an error. Production Support will then need to be contacted in order to clear the multiple printing requests from your PC before you will be able to continue.

An update is being developed for a future release to change the print process and eliminate the need to contact Production Support.

## SAVE System

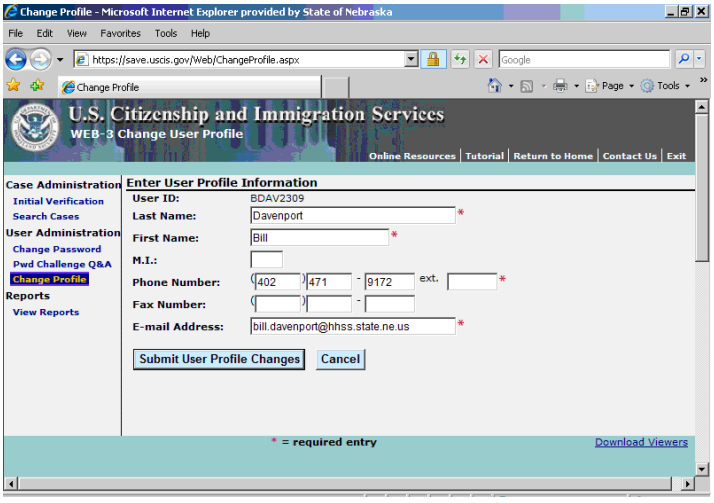
### User Access (Tip)

- If you have not been in SAVE for over a year, your ID will be deleted from SAVE.
- All new requests for SAVE access must be approved by Jill Schreck.

### Update User Profile (Tip)

Please take a moment to ensure your Phone Number and E-Mail Address is accurate in SAVE. To view and change this information, if necessary, complete the following steps:

1. Logon to SAVE
2. Click the Change Profile link located on the right side of the window.
3. The Enter User Profile Information window will display.

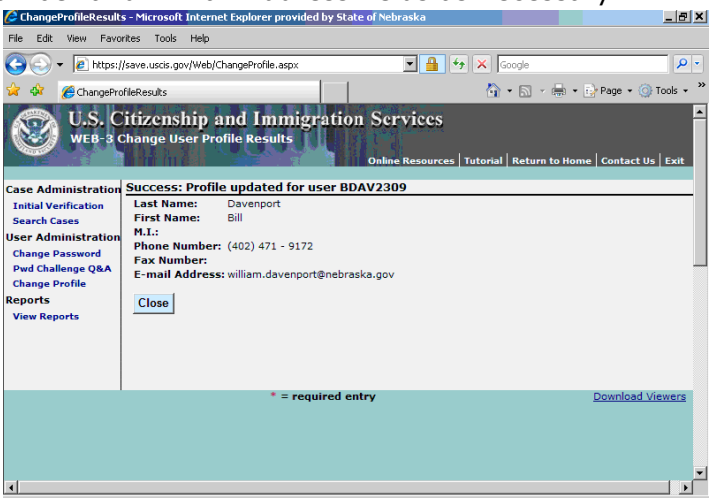



**Note**: The Change Profile link is available, at the same location, on each SAVE window.

4. Make changes to the Phone Number and E-mail Address fields as necessary.
5. Click the Submit User Profile Changes button.

   The Success Profile update for user… window will display with the changes you made.
6. Click the Close button.

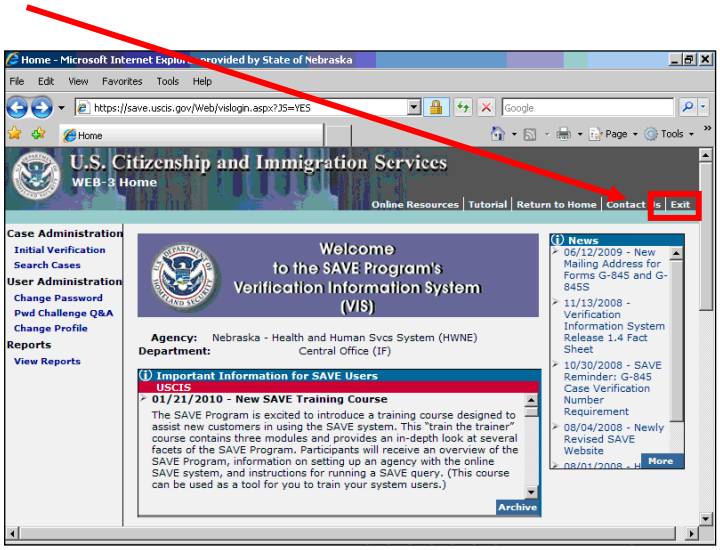
   The SAVE home page will display.




## Exiting SAVE (Tip)

Clicking the X to close the browser window DOES NOT close the SAVE system. When exiting the SAVE system, it is important that you click the **Exit** option to close the SAVE system prior to closing the browser window.

**Note**: The **Exit** option is available, at the same location, on each SAVE window.




## iCHARTS (Tip)

Child Support payments received due to a Tribal Court Order do not appear on iCHARTS. Staff need to continue to receive information regarding the receipt of these payments from the assigned Child Support Enforcement (CSE) Worker.

# E-APPLICATIONS

## IDENTIFYING PERSONS APPLYING FOR ASSISTANCE (NEW)

The following question has been added to the Applicant Detail and each Household Detail window asking the client to identify the household members for whom they are requesting assistance:

"Is this person applying for benefits?"

## APPLICANTS LESS THAN 16 YEARS OLD (NEW)

If an applicant is listed as less than 16 years old, not all questions are populated in the e-app. This has caused some problems when people do not enter their Date of Birth correctly and inadvertently enter the current year as the year of birth. The following question has been added in order to correct this situation:

"You have entered a date of birth <date of birth> showing the applicant is less than 16 years of age. If this is correct, select Yes. If this is not correct, select No to change the date of birth."

## SERVICES BEING REQUESTED INAPPROPRIATELY (NEW)

Definitions have been added to services in order to help clients select the correct services on the following question:

In most cases, the following services are available only to those who are age 60 or older, or are disabled or blind. Do you or does anyone in your household need help with any of the following? Please check all that apply.

**Personal Assistance Services** – This service is for people who are not currently able to perform tasks such as bathing, eating, dressing, meal preparation, etc.

**Chore** – This service is for people age 19 years and older, who are not currently able to perform household tasks such as cleaning, essential shopping, food preparation, laundry, etc.

**Transportation** – This service includes a medical escort to help a person get to and from medical appointments if that person is physically or mentally unable to perform this task. This also provides transportation to and from the grocery store or medical appointments to help those persons who have a service need.

**Meals** – This service provides items like meals on wheels for those persons who can't prepare meals on their own.

**Adult Day Care** – This service is for persons who require supervision to maintain their present living situation.

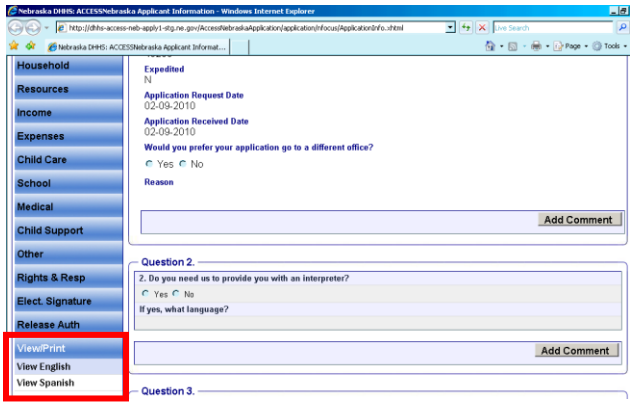
**Respite** – This provides a temporary relief for the caregiver of a person who is age 60 or older, disabled or blind.

**Other** – Persons needs help with any other task not mentioned above to maintain their present living situation.

## Printing Rights and Responsibilities (New)

Workers will now be able to print the Rights and Responsibilities in Spanish from the E-App worker view.

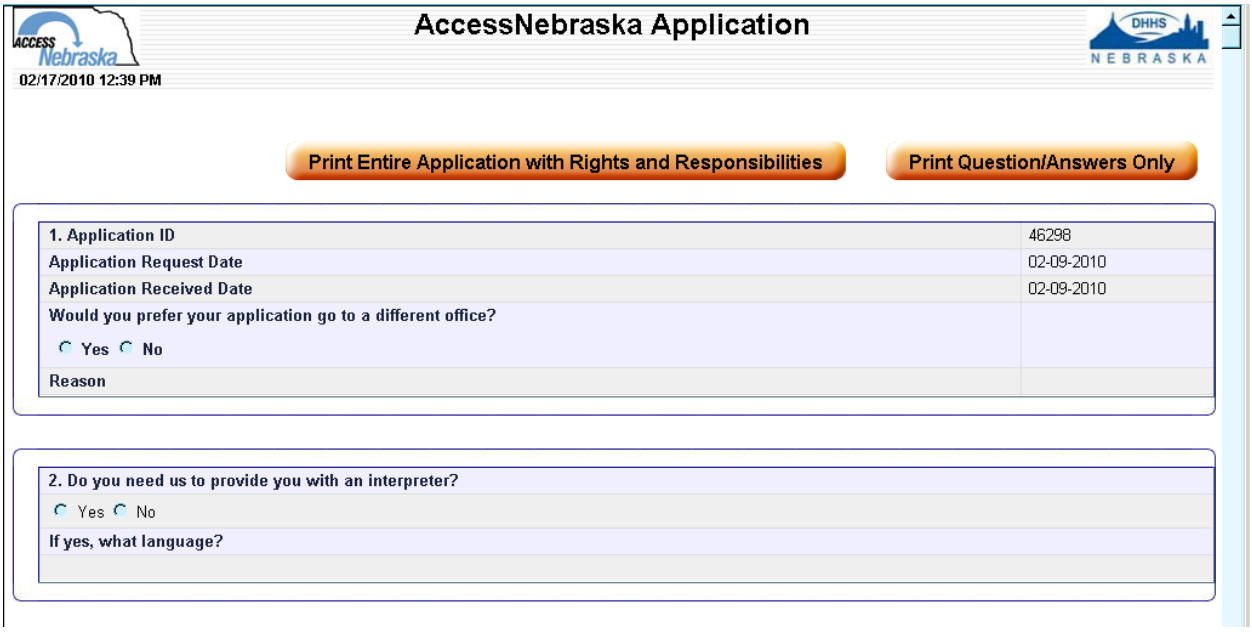
An option has been added to the worker view of the electronic application to print either the entire application, which includes the Rights and Responsibilities and the Signature page, or to print the questions only. This will be in effect for both English and Spanish applications.




**Note**: The application should not be printed unless there is a specific reason such as an appeal hearing, client request etc.

1. Select the View/Print option.
2. Select View English or View Spanish.

   The ACCESSNebraska Application window will open.
3. Select the Print Entire Application with Rights and Responsibilities or Print Question/Answers Only pushbutton as appropriate.




## Expenses Wording (Change)

The Other question within Expenses was often left blank causing an application to be screened in as expedited for SNAP. This question will now be called "Other Shelter Expense".

## AABD Program Automatically Included (Change)

When a client checks Medicaid on the application and indicates someone in the household is receiving SSI, the AABD program will automatically be included.

## Adding Household Members (Changed)

The flow for adding household members has been changed because clients were not always getting all members added. The following question has been added "Are there other persons living in your household? Yes or No"

If "Yes" is selected, the household detail information will display asking for further information on additional persons living in the household. Once the answer is "No", the Citizenship question will display.

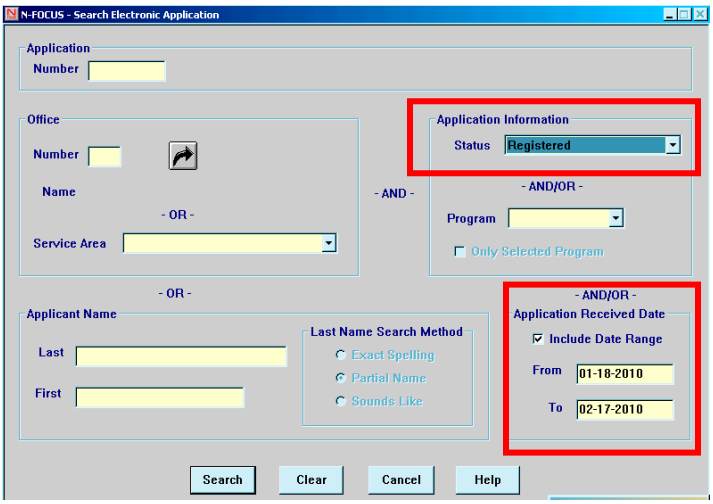
## Application Handled in Other Office Question (Change)

The question "Would you prefer your application go to a different office?" has been removed from the e-application.

## Searching for E-Applications (Fix)

The Search Electronic Application window has some slight changes. If you search by Office or Service Area, the status will now default to "Submitted".

If you change the status to "Registered", a date range will be required. The response time when "Registered" is selected without a date range is very slow and the system can't retrieve the entire list. Requiring the date range for applications in "Registered" status should allow the list to be retrieved and lessen the response time.




## Income Amount Heading Changes (Fix)

The income header names on the client print/view and the worker print/view will now be identical.

## Tying an E-App in Expert System (Fix)

Tying a Program Case to an E-App in the Expert System through Case Actions has now been fixed.

# EXPERT SYSTEM

## E-App Icon on Navigator Window (New)

The E-App icon has been added to the Expert System Navigator window.

## CSE Sanction Not Imposed Reason (New)

The following reasons have been added to the CSE Non-Coop tab in the Sanction task. These reasons should be rarely used. If you use these reasons for any other purpose than what is indicated, it is incorrect and may cause an error on the case.

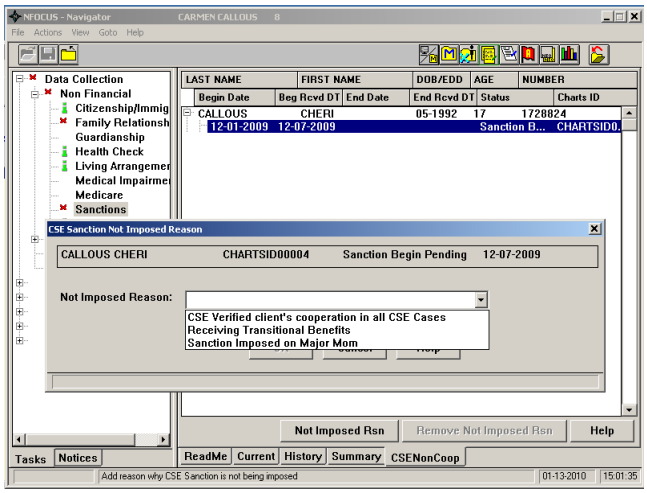
Should the sanction need to be imposed, generally you will close out the person through the Case Maintenance, Participant Action function.

Instructions of when to use each reason are as follows:

**CSE Verified client's cooperation in all CSE Cases** – Use this reason when there is no end date on the CSE Non-Coop **AND** a phone call or e-mail from the Child Support Worker verifies that the client is now cooperating.

The CSE Worker should place an end date on the non-cooperation on CHARTS. This action should then add the end date to the CSE Non-Coop in N-FOCUS. It will take a couple of days to see the end date in N-FOCUS.

**Receiving Transitional Benefits** – Use this reason when the month the sanction is to be imposed, the client qualifies for Transitional Benefits. For example, N-FOCUS is notified of the non-cooperation in February and in the same month, the worker receives verification of employment that qualifies the unit for transitional benefits. The sanction would not be imposed for March due to eligibility for transitional benefits.




**Sanction Imposed on Major Mom** – Use this reason when a sanction has been placed on the Minor Mom by CHARTS and policy requires the Major Mom to be sanctioned on N-FOCUS.

Impose the sanction on Major Mom via case maintenance/participant actions. Then go to sanctions and select this reason for minor mom's non-cooperation. The setting of this reason will then remove the mandatory red 'X' from sanctions and budgeting can be processed.

## ADC Grant Time Limit Message (New)

To comply with the ADC 60 month lifetime limits, an informational message will display when a person, who has received an ADC Grant for 55 or more months, is being added or reopened in an ADC/MED case. This will be an information only message. It will not prevent staff from adding or reopening the individual.

## MESA for Child Care Cases (Change)

Logic was added to MESA to automatically process the July Child Care Mass Changes. More information will be coming when the new sliding fee amounts and other changes are received in May or June.

## Reopening a SNAP Case (Change)

Reopen vs. Reinstatement rules have been automated in the Case Actions task for SNAP cases. The aim is twofold:

- Retain the current Certification Period when appropriate and
- Indicate if the action is truly a Reinstatement by SNAP regulations

Depending on the month that is being reopened, the dates of the previous Certification Period and the previous closing reason, the previous Certification Period will or will not be maintained and the Application Request, Received and Prorate dates will or will not be prefilled in Case Actions.

## Unearned Income Adjustment (Change)

The Unearned Income amounts marked with the Adjustment Reasons 'Disabled Adult Child' and 'Disabled Early Widow/COBRA Widow' will now not count in the following types of Medicaid budgets: AABD/OMB, Old QMB, AABD/QMB, SLMB and QI1.

## Unemployment Compensation Causing Mandatory Calculate (Fix)

Previously, each addition of Unemployment Compensation weekly benefits caused Calculate to be mandatory in Expert System budgeting. This resulted in many MESA budgets to not be run. With this change, if the amount of IUC income added (including the adjustment) is exactly the same amount(s) as was used in the current budget, Calculate will be optional.

## Child Care budgeting

### IUC Adjustment in Child Care Budgeting (Change)

The Unemployment compensation Adjustment reason "IUC Stimulus Exclusion" is now valid for Child Care budgeting. It is also available for SNAP, ADC/MED and Medicaid.

### IUC Adjustment (Change)

The Unemployment Compensation Adjustment reason 'IUC Stimulus Exclusion' is now valid for Child Care budgeting. It is also valid for SNAP, ADC/MED, and Medicaid.

### Vehicle Disregard in Child Care Budgeting (Fix)

Child Care budgeting was previously not applying the $12,000 disregard correctly on vehicles. This has been fixed to apply this disregard to the highest value vehicle before encumbrances.

## Expert System Notices (Fix)

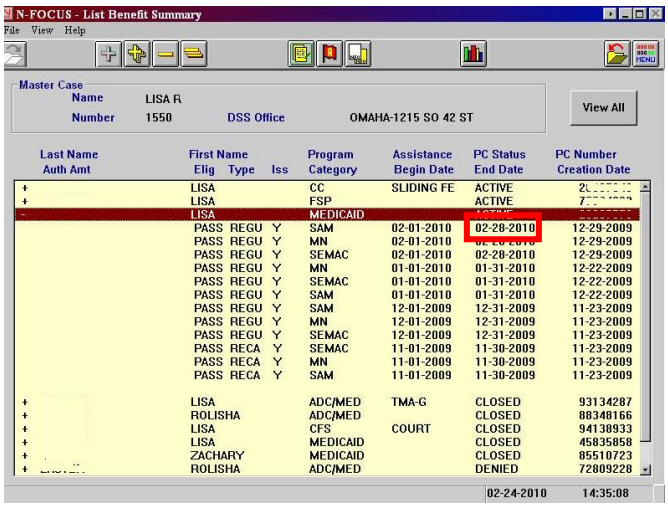
The following Expert System Notice problems have been corrected:

- The repetition of the name of one of the household members on Approval notices has been eliminated.
- The wording used specifically for closing SNAP recipients for Convicted Drug Felon was appearing on closing notices for IVP 3, Trafficking Violation, Burying Firearms and Sale of Drugs #2. This has been removed and the correct phrases will now appear on these notices.
- Previously, in rare occasions, the responsible party for a Sanction was displaying incorrectly. This has been fixed.

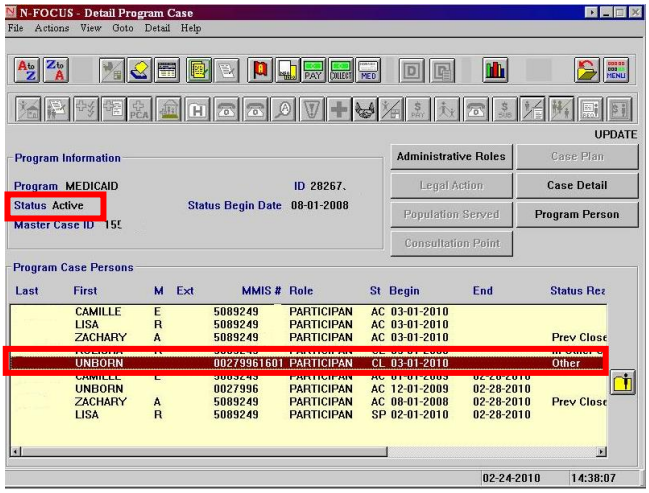
## Running Budgets (Tip)

Whenever a person is taken out of a program, configuration and budgets must be run through the come up month. Without doing so, benefits and unit size may not be correct. It is very important that budgets be run through the come up month in order for clients to get the correct benefits.

Please review the following screens to see one example of the adverse affect not running budget through the come up month can have on a MED case.

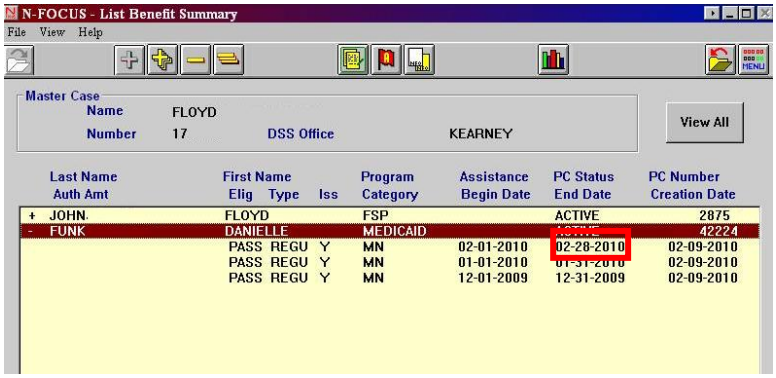



In this example, a person has been closed out of the MED Case. The List Benefit Summary shows the MED budget has an END DATE of 2/28/2010 (budget was run on 12/29/2009); this should not have any END DATE. The End Date field should be blank because the Program Case is still active. In this instance, no benefits will be issued for March.




When you look at the Program Case, the Unborn was CLOSED effective 3/1/2010. The Program Case is showing an Active Status but the budget has an END DATE of 2/28/2010 because Configuration and Budgeting were not re-run for March for the remaining household members.

When budgets are not run through the come-up month, it causes problems with Co-Pay, SOC, Medicare, etc. and notices and indicators on C1 are not always set correctly.

In this example, we can see that the budget was run for the current month only (or current month plus prior months) but not run through the come up month.

The budget was run on 2/9/2010 for December, January and February. If the budget would have been run for March, there would not be an END DATE of 2/20/2010. Instead, the End Date field would be blank.